

CITY OF LAS VEGAS
UTILITIES DEPARTMENT CUSTOMER SERVICE IMPROVEMENT PLAN
DIRECTOR – KENNETH GARCIA
JULY 2013

Operational Report:

Customer Service

- Cross training on going.
- Monthly customer service meetings.

Meter Reader Section

- Follow ups 18
- Re-reads 210
- Line Locates 110
- Work Orders 328
- Read in/out 47
- Cut out non pay 103
- Under Ground Credits 13
- Stopped Meters 0
- Auto read all new meters, need to cut holes in meter lids only.
- Since take over on last monthly reports re-reads have drastically changed, from 569 to 182 trying to continue our customer service out on the field.
- Got with Water Distribution supervisors on meter log sheets that I made for meters going out on the field, it consists of date Meter#, employee that signed it out, reason for? Meter size, location of where meter is being installed, this will let us know where are meters are along with accountability, I also advised Service man and Supervisors that I do not want any meter installed unless customer is there on scene to sign off on it, we do not want any meters left where we are vulnerable for any tampering issues.
- Had a 103 cut out non pay for the month of June, only 18 of those 103 did not make payment or arrangements, us as customer service representatives are striving each day to cut down on cut outs and going to start reviewing cut outs each time they go out to see what kind of assistance we can provide for our community and customers.
- Received certifications from three of my guys sent to line locating school, each one past line locating and sweeping test, also doing requisition for two new line locate machines, they are more advanced in technology and beneficial for our utility services.
- Have Robbie Duran on service duties that entail cut in cut outs , re reads , meter installation, along with clock tests verifying water leaks, I will still help him on verifying underground credits.
- Sent three employees to get hepatitis shots, to be safe of any encounters out on field.
- Have continued our weekly safety meetings, to remind safety precautions in every way possible.
- Been going through MSDS sheets on a weekly basis, been very helpful for our guys out on the field.
- Got with Manager Don Cole on log sheets, for cut outs, water leaks, cut ins , this procedure will help us keep better track on things going on out on the field, the meter readers will carry these log sheets in work vehicles for anything found abnormal to log document and notify us on any possible leaks found to conserve our most valuable resource (WATER) .
- Spoke with Representative from ITRON on our hand held remotes , he is sending us some more guidelines to help understand the variety of different weathers and GPM on water residential , small commercial , large commercial this is stand point on gas as well .
- Sending three Utility employees to get line locate certified, this will make everyone in my department qualified to take on the task of line marks when needed and to share the rotation of being on call for the weekend and holidays.
- Continue assisting public with our customer service especially on home audits educating community on our low flow kits we have to offer and numerous ways to save water.

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- On different positions within Customer Service, cross training has been most utilized on down time while not cleaning up alleys, to well round each employee for when someone is out.
- Working with Consuelo and Jodie on Customer Service to have everyone on same page, to be more versatile and accurate when it comes to our Meter Reading.

GOAL	IMPROVEMENT PLAN	FINANCIAL RESOURCES	RESPONSIBLE PARTY	START DATE	END DATE
Develop an aggressive financial implementation plan that maximizes leveraging opportunities	Software Conversion for Customer Service and Cashiers	Getting more familiar with Tyler System			On-going
Progress: Continuing to improve on reporting and billing.					
Modernize and improve city facilities, enterprises, and services. Specific areas targeted for improvement	Removing all idle meters that haven't been used for more than 6 months	None needed	Consuelo, Jodi and Valerie		On-going
	Hiring staff.	Existing budget	Consuelo Lopez	5/13	5/13
Progress: We are calculating the percentage of re-read errors by each employee to devise a better system for re-reading accuracy. Training transferred employee in Customer Service and Consumption.					
Create stronger partnerships with public, private agencies and non-profit-organizations	Have meetings with staff emphasizing that customers are to be treated in a friendly and professional manner and provided with accurate information in a timely manner.	None needed	Consuelo Lopez Kathy Fisher Elena Montano Susana Martinez Roberta Lovato Jodi Marquez	05/01/2012	On-going
	Make sure all customer calls are handled correctly.	None needed	Consuelo Lopez Kathy Fisher Elena Montano Susana Martinez Roberta	08/01/12	On-going

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			Lovato Jodi Marquez		
	Reclaimed Water	None needed	Elena Montano Susana Martinez Roberta Lovato Consuelo Lopez	04/01/2013	On-going
Progress: Have been having monthly meetings and they now include or safety discussion.. Generating a work order immediately after a call is received with as much information as possible included. Gas call forms are also being utilized. Running reports to check for yearly deposit refunds and checking reports for customers that qualify for deposit refunds. Working on report to average sewer with new system. Having customers fill out new applications for re-claimed water.					
Develop an eco-friendly community					
Progress:					

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Accomplishments:

- New rollouts have arrived.
- Scale at Transfer Station has been maintenance and cleaned out and pumped thoroughly. It has also been calibrated and a new system was put in.
- KAB Program cleaning up areas and streets around Plaza Park to prepare for Fiestas.
- Two items will be added to the City website advising the public of proper recycling, time of operation and places to recycle, also proper use of residential roll outs.
- Safety meetings continue to be conducted on weekly basis and safety practices continue with all employees.
- Solid Waste has new mulching pile and branch pile continues to shrink; mulch is available to the public free of charge.

Challenges:

- Cross Train/ Certifications for staff to accomplish all jobs at the Transfer Station
- Keep area clean from flowing debris
- Educating the Public on how to bag trash and keep lids closed on all containers
- Educate public on more recycling topics
- Acquire funding for 2 more employees to be full time litter crew
- Maintaining road ways at the transfer station* new on improvement plan*
- Summer Youth Program has begun, therefore we have between 45-50 youth working with KAB & Solid Waste; need to insure safety practices.
- Develop preventive measures for scale outage.
- Complete electricity project at Recycling Spoke

GOAL	IMPROVEMENT PLAN	FINANCIAL RESOURCES	RESPONSIBLE PARTY	START DATE	END DATE
Develop an aggressive financial implementation plan that maximizes leveraging opportunities	Bring Packer Trucks up to environmental standards. Improve and make recycling division self sufficient	Grants , Capital	Darlene Arguello/Alvin Jiron, Interim Solid Waste Manager Alvin Jiron, Recycling Coordinator	July 2012	June 2013
	Improve and make recycling division self sufficient	N/A	Alvin Jiron, Recycling Coordinator/Interim Solid Waste Manager	July 2012	June 2013

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Progress: Packer Trucks are being converted to oil filtration units to cut down on maintenance costs and to help engines run cleaner.

Modernize and improve city facilities, enterprises, and services. Specific areas targeted for improvement	Fence Line/property Line	Capital	Alvin Jiron/Darlene Arguello, Interim Solid Waste Manager	July 2012	Open
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Progress: The chain link fence will bring the facility into compliance with city ordinance, the addition of the trees will provide a wind block and help the facility to maintain flowing debris.

The Signage will improve traffic flow through the facility and raise safety awareness for the employees and customers.

Create stronger partnerships with public, private agencies and non-profit-organizations	The City of Las Vegas/ San Miguel county Recycling Spokes and Hub	Budgeted, grants, capital	Alvin Jiron, Recycling Coordinator/Interim Solid Waste Manager	July 2011	open
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Progress: 1.The City of Las Vegas entered into a Memo of Understanding in which a Spoke and Hub recycling partnership was formed with the County of San Miguel in which the county has four spoke that deliver recyclables to the City at transfer station (Hub).

2. The City of Las Vegas has involved Highlands University Recycling personnel in recycling trainings that have been conducted in the City Hall Chambers.

3. The City of Las Vegas has been in contact with the Las Vegas Tree Board to assist in the recent purchase of over 60 trees to assure that all native vegetation is adhered to.

Develop an eco-friendly community	Establish a mobile Recycling spoke	Budgeted	Alvin Jiron	TBA	TBA
	Maintenance of all Solid Waste vehicles	Budgeted	Toby Lucero	July 2012	open

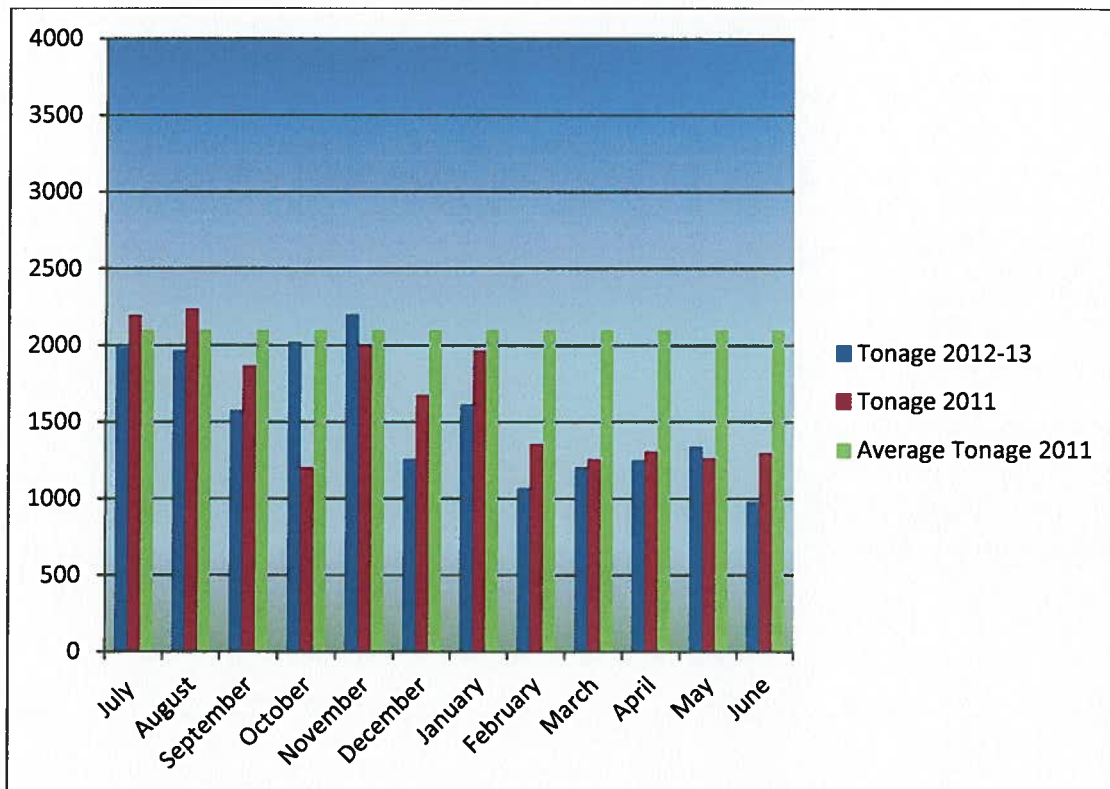
Progress: The purchase of the Van line and the addition of the spokes will assist us in reaching more of the public as matter of convenience which will create more recyclables in turn raising revenue for our Recycling enterprise.

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By re-establishing the Solid Waste Mechanic position the Department will be more than 75% self sufficient which in turn will help the department save more than \$25,000.00 for the new fiscal year.

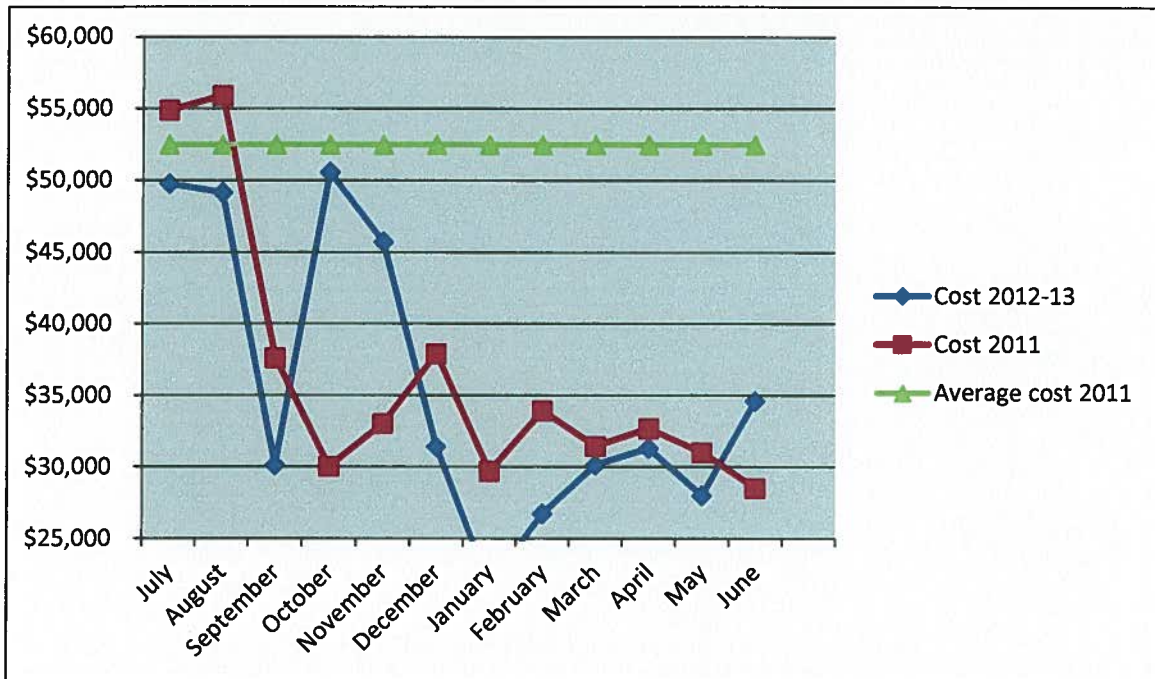
Apply Base course around Facility	Bids have been secured	Budget	Darlene Arguello, Admin. Supervisor	March 4, 2013	Open

Municipal Waste Hauled to regional Landfill: 2012-13 vs 2011



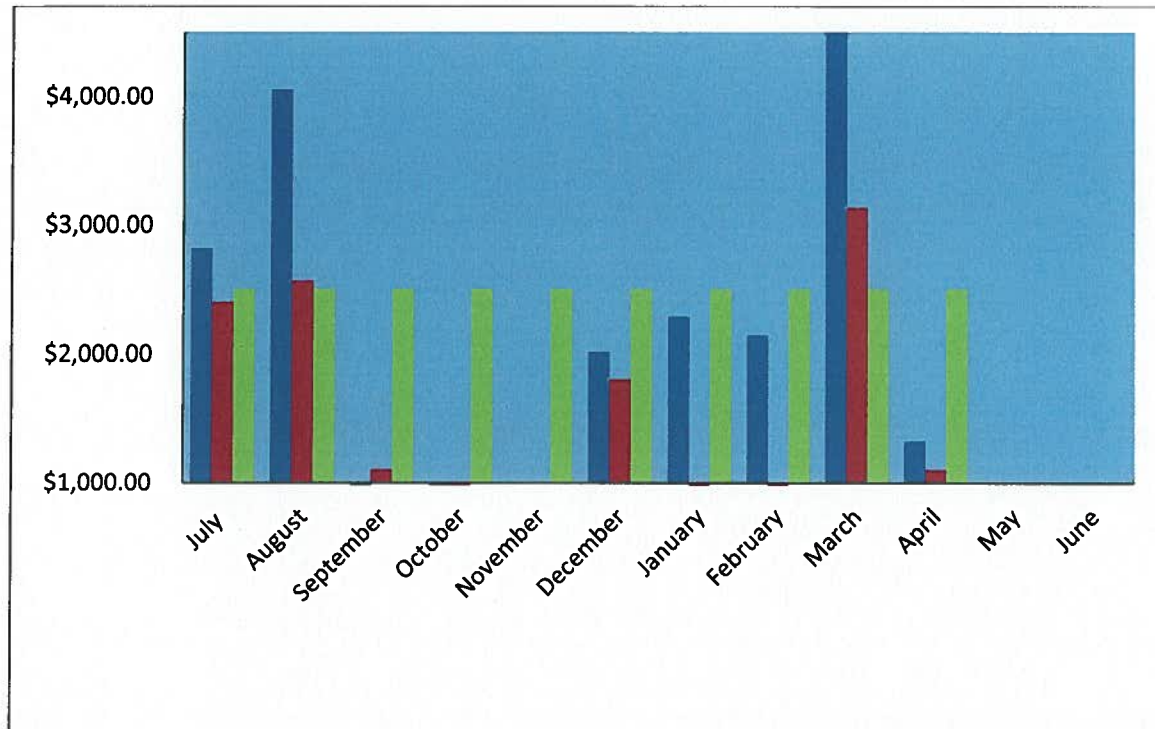
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Cost to Dispose at Regional Landfill: 2012-13 vs 2011



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Recycling Revenues

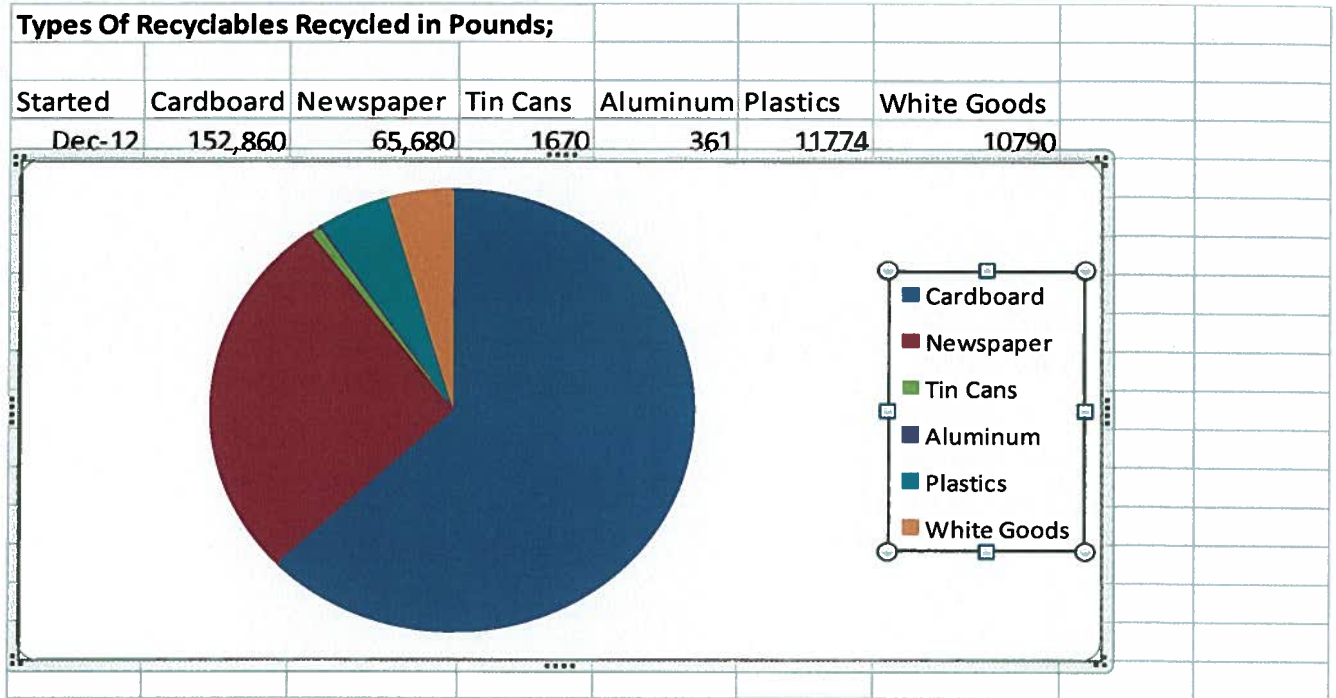


February 28th to March 31st 2 checks are pending

An Abatement was conducted and Metal was recycled the following is the Revenue: \$3,168.53

Abatement figures not included

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**CITY OF LAS VEGAS
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Distribution Section

Construction Activities:

- Installed 1240 feet of 6" PVC water main (Montezuma St.)
- Installed 2 – 6" taps on Valencia and Rio Ariba (Montezuma St.)
- Installed 395 feet of 4" sewer main (Alley – Garfield to Washington)
- Installed 2 new hydrants (Montezuma St.)
- Installed new 6" master meter at Montezuma water main.

Maintenance Activities:

- 4 – Renewed ¾" water services.
- Replaced 1 fire hydrant (Alamo/McRae St.)
- Repaired 12" bypass line at Settling Basin for WTP.
- Leak survey on: 16" river crossing, Wellfield transmission line, Montezuma main.
- Water main leaks repaired: (1), 1331 Reynolds.

Meter Size	Replaced/Left
4"	1/28
3"	0/2
2"	1/11
1"	0/16
5/8"	3/19

Training:

- Normal monthly training.

On-Going Tasks:

- AMR Project.
- Montezuma St. water main (Services).
- Sperry sewer line.

After-Hours Call Outs (24):

- 17 – Cut Ins
- 6 – Cut Outs
- 1 – Check for leaks

Water Treatment Plant Section

Construction Activities:

- Peterson Pumpback – Pump moving water (5/3/13).

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Maintenance Activities:

- Willow and weed cutting at dams
- MIOX system (Replaced float).
- Summer youth program started – 5 to WTP.
- TW2R and TW4 online.

Training:

- Normal monthly training.

On-Going Tasks:

- Routine preventative maintenance.

After-Hours Alarms (10):

- 2 – MIOX low chlorine residual.
- 4 – High Service alarm (due to storms).
- 3 – High Turbidity alarm.
- 1 – Power Outage.

Utilities Technical Assistant

Ongoing Projects

- Peterson Pump Back
 - Substantial Completion 5/3/13
 - Punch list items to do - Seeding and Flapper on Drain line
 - Training scheduled for 10am on Wednesday 7/3.
- CCR
 - Mailed on 6/14.
 - Certification Form will be completed on 7/1 with posting of CCR in the Optic.
- AMR
 - Bids opened 6/11.
 - CC Awardment scheduled on 7/2.
- Electrical at Gallinas 18" Meter
 - Completed 6/14.
- East Water Line Loop
 - Natural and Cultural Resources Survey complete
 - Natural and Cultural Resources Draft Report from SWCA to the City for review by 7/9.

Safety

- Safety Liaison Meeting held 6/11.
 - City Decals a must on all City Vehicles.
 - No Smoking in City Vehicles.
 - Summer Youth Safety. (Must be 15 years old to operate powered equipment).
 - Sunscreen will not be supplied by the City.
 - July Safety Meeting will be held at the end of July.
- Vehicle incidents
 - 6/10 - Meter reader Truck was driven close to a fence, on an incline on the east side of HWY 65 and ended up stuck next to a telephone pole.
 - 6/24 - Packer truck caused damage to a fence on Alamo Street.

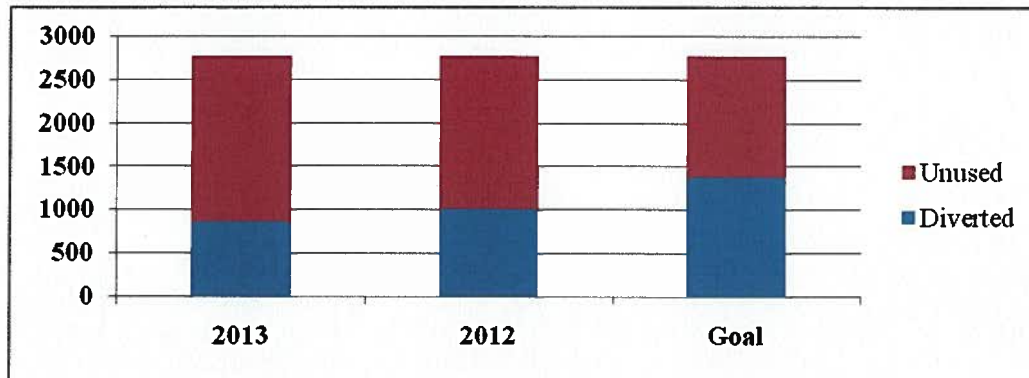
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GOAL	IMPROVEMENT PLAN	FINANCIAL RESOURCES	RESPONSIBLE PARTY	START DATE	END DATE
Modernize/ Improve Eco- Friendly	Peterson Pumpback Project Capture seepage from Peterson Dam, Maintain Wetlands	Capital	Utilities Department	11/07/12	6/14/13
Progress: Pump is operating. Proceeding with punchlist items and close-out.					
	Measure Gallinas River Diversion more accurately 24" Meter Replacement	Capital	Don Cole Chris Cavazos	11/2012	6/14/13
	Taylor Well 2 Rehabilitation Attempt to rehabilitate old Well 2	Capital	Don Cole Maria Gilvary	07/2011	09/2013
	Track and reduce City water loss.	Budgeted	Don Cole, Mustafa Chudnoff	06/2012	No end
	Replace 1000 feet of distribution line yearly.	Budgeted	Archie Allemand	07/2012	No end
	Repair foundation; replace roof and repair ventilation fans at WTP filter building.	Budgeted	Ramon Vialpando	TBD	TBD
	Track alarm and emergency calls and their completion times to decrease call outs and alarms after hours.	Budgeted	Ramon Vialpando, Archie Allemand	06/2012	No end
	Achieve a minimum of Water Level I for all staff and maintain current	Budgeted	Don Cole	06/2012	No end

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Operation Status as of 06/30/2013:

Surface Water Diversion



- Approved Diversion: 2,774 ac-ft
- YTD Diversion: 854 ac-ft (31% used)
- Remaining Balance: 1,920 ac-ft (69% remaining)

River Flow

- Average this month: 1.2 mgd (641% below average)
- Average this month last year: 3.0 mgd
- Historical average this month: 7.7 mgd

Average Daily Demand

- This month: 1.499 mg
- This month last year: 1.613 mg

Ground Water Pumping/Recovery

- YTD Taylor Wells: 137.788 ac-ft
- TW4 Static: 431 feet bgs (pumping level)
- Reference Point: 244 feet bgs (1/31/12)

Storage

- Total Storage: 1022.643 ac-ft (100%)
- Amount in Storage: 580.431 ac-ft (56.7%)
- Available Storage: 442.212 ac-ft (43.3%)

Water at Storrie Lake

- Amount in Storage: 204.373 ac-ft

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Water Conservation

- Continued to enforce Stage IV.
- Continued to attend and assist customers.
- Worked on PSA ads for radio station, and Las Vegas Daily Optic –PSA on “PER Detailed Design Update” being ran on radio stations. Other PSA on “Customer Confidence Report,” part of the PER “Water Division replacing 6” water mainlines.”
- Worked on paperwork to run ads with the Las Vegas Times.
- Worked on Water Enhancement Program with Utilities Director Kenneth Garcia and Jim Glover of the Idea Group of Santa Fe, LLC.
- Worked on ordering signs for the Water Enhancement Program “Coming Soon” and “Success” stories.
- Worked with customer service on the Water Bill Assistance Program and other job related functions, such as assisting customers, low flow kits, rain barrels, toilet rebates and high consumption reports, etc.
- Worked with Enforcement Services and other City departments such as Solid Waste, Utilities Services regarding possible water usage violations and violations within the city limits.
- Issued 6 warning letters along with stage four ordinances for using City drinking water for lawns, car washing, and sidewalk cleaning.
- Prepared some low flow kits and rain barrels to continue and distribute to the community.
- Continued to provide the community with home audits, getting to observe what kind of heads residents have, and offering our brand new low flow kits.
- Prepared post it’s for Lindsey Hill to publish in the Las Vegas Optic on Friday’s and bind our copies of the published post it’s.
- Worked on Water Enhancement Program 5”x5” ad for the Las Vegas Daily Optic.
- Worked on ordering a vehicle replacement for water conservation.
- Continued to update the facebook page called “CLV Water Conservation” to further outreach the community with the importance of conservation and projects taking place.
- Presented to the Utility Department managers and supervisors the Emergency Action Plan, Water Enhancement Program, Stage IV restrictions and water conservation.
- Worked on Water Conservation article for the Watershed Alliance newsletter.
- Worked on obtaining quotes for 250 gallon water tanks to also make available to customers.
- Looked into obtaining the top ten water users report in Las Vegas.
- Follow-up on phone call reports of water usage violations and water consumption reports from Kathy Fisher and Jodi Marquez.
- Biggest goal to cut down the use of water, helping our fellow community with low flow kits for free with useful educational brochures, putting a stop to abusers, top consumption reports monthly will definitely help and continue to attend to customers.

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Water Conservation Programs.	Inventory	Distributed For month	Distributed Year to Date
Low Flow Kits	893	25	1831
Rain Barrels	49	25	385
High Efficiency Toilets Rebates		2	123
High Efficiency Toilet	9	1	28
Home Audit Kits	420	8	116
Facebook Page		Likes	120

Water Meter Size	Total Number of Meters	Total Meter Exchanges	Total Remaining Old Meters	Total Meters Changed This Month
5/8 inch	No Count			
5/8 x 3/4 inch	5178	4705	229	10
1 inch	143	104	77	0
1 1/2 inch	No Count			0
2 inch	189	111	25	0
3 inch	6		0	0
4 inch	10		10	0
6 inch	2		2	0

